highlights

News and information on HCIE developments, associated systems, and recognition

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➔ Did You Know?

It's your information!

From your My Information Page on the HCIE portal, you can now launch the federal personnel guide for rules & regulations affecting your career!

Find info on EEO Processes, Retirement, Telework, Leave, Pay, Work laptop usage, etc.

Go to https://HCIE.nasa.gov

Good News! IdMAX just got a new look…

IdMAX, the gateway to multiple tools for badging, IT access, and updates to your personal information in NASA's public information directories, now has a more user-friendly interface.

Visit https://idmax.nasa.gov to view the new screens. Bookmark the location so that you can quickly access tools you need, including:

- NASA Account Management System (NAMS)
- Personal Identity Vetting (PIV) Requests
- Remote User Identity Service Requests
- User Self-Service

➔ Go Ahead...

...Make our day. HCIE is always looking for new article ideas, photos, suggestions, and feedback.
hcie-feedback@lists.nasa.gov

Wrapping up 2008 with HCIE Portal Activities

Welcome to first issue of the HCIE Newsletter in 2009. Before 2008 came to a close, a number of NASA Centers were working hard to promote and educate employees on the HCIE portal and systems. Here's what some of the Centers did in 2008 to promote HCIE. The activities below may spark some ideas for upcoming activities in 2009:

- At the **Langley Research Center**, HCIE was a topic of conversation at fourth quarter meetings with Administrative Officers and members of the HR community. **Lois Alliss** demonstrated HCIE and other integrated systems, including NOPS, e-OPF, the OHCM Website, NEPS, NASA Jobs, Employee Express, TALX, CMS, and SATERN at new employee briefings.

- **Rachel Stewart** at the **Marshall Space Flight Center** ended 2008 by introducing the HCIE portal and related systems to new employees during training classes. Rachel's group also provided HCIE education to supervisors around the Center.

- **Jody Williams** and her team at **NASA Headquarters** participated in the HQ Benefits Open Season Open House late in 2008. Health insurance companies comprised the majority of the booths for employees in the main lobby, but Jody successfully set up a table with laptops and provided live HCIE demos. She also answered portal-related questions, and offered general help and guidance for questions about benefits and other HR topics. In total, 54 employees stopped by the table. Follow up emails were distributed to all visitors, resulting in increased usage of the HCIE portal.

HCIE Portal Hosting Moves to the Competency Center

In mid-January, the *HCIE Workforce Services* portal hosting and maintenance moved from the Johnson Space Center to the Competency Center in Huntsville, Alabama. This means the portal infrastructure, including the servers, databases, and application software, are now being maintained by the "Comp Center" that hosts NASA's business information technology systems, including SAP Financial.

While the goal of this transition is to be invisible to users, the move will yield several benefits that will ensure improved performance and uninterrupted service:

- More hardware: four more servers and the addition of Test and Sandbox environments for the system developers and testers

- Disaster recovery plans and "fail over capability"

- Redundancy and system monitoring for immediate notification of system failure

In addition to these improvements to minimize system downtime, the team at the Comp Center is improving the help functions. Help information will be streamlined and more easily accessible.

These user enhancements are expected to make the HCIE portal easier to use and assist civil service employees with quick access to NASA human capital tools, information, and services. For questions on the portal transition, contact Gary McGriff at gary.s.mcgriff@nasa.gov.

Comments from Candy

Although we will conclude HCIE as a project this year, we will continue to work aggressively to enhance our Workforce Services Portal, including the addition of reports, dashboards, and new technologies. We are also committed to identifying and implementing enhancements that will improve the user experience. The portal offers a tremendous amount of information and capability to our users today, but we recognize that there are elements of the account management process, organization of information, and responsiveness that are not where they need to be.

We are excited that we have been able to introduce additional system improvements that will benefit the NASA community. The NSSC and Centers will greatly benefit by the Workforce Transformation Tracking System (WTTS) and Entrance On Duty System (EODS) enhancements that enable a smoother on-boarding process and an enhanced new hire experience, in support of the On-Boarding Initiative for NASA (OBIN). Upcoming enhancements include an integration between WTTS, FPPS, and NASA STARS, reducing redundancy of data input, and improving the efficiency of our on-boarding and off-boarding tools. You will hear more on these in the near future.

As always, we truly appreciate your support and feedback, as well as your support for testing and discussions. We value your contributions, and know that together we can all achieve great things.

Candace S. Irwin
Director, Workforce Systems and Accountability Division
Office of Human Capital Management

Updated SkillSoft Courses in SATERN

As part of NASA's ongoing commitment to employees' continuing career development, SATERN has more than 2,800 online courses and 12,000 online books in its catalog. SATERN recently added new SkillSoft courses, and more courses will continue to be added monthly for professional development.

To offer easier navigation of all SkillSoft courses, the Courseware Catalog is now available and will be updated monthly to display the latest additions. The monthly course catalog is posted at the SATERN Information site (https://saterninfo.nasa.gov/) in the following location: Online Learning > Guides & Aids, under Information.

Covering a wide variety of topics and subject areas such as business, information technology, and engineering, these online free resources increase the NASA workforce's training and development options to build skills and competencies to meet the agency's mission and future challenges. SkillSoft and Books 24x7 are available through SATERN at anytime, so they can be accessed at the employee's convenience at work or at home.

These courses and books are designed to supplement classroom learning or other traditional methods, reinforce previous training, provide a greater opportunity to further build skills, and even assist with various Management and Information Technology (IT) certification programs. SkillSoft courseware can help employees earn college credit toward undergraduate degree programs or continuing education units (CEU) that recognize time and effort spent in sharpening professional skills.

To learn more about SkillSoft and Books 24x7, please access the SATERN info site at https://saterninfo.nasa.gov/ and click on the Online Learning tab.

Meet some of the participants of the SATERN Administrator Training January 5-8, 2009 at Wallops Flight Facility:

WTTS Project Update

The Workforce Transformation Tracking System (WTTS) provides tracking and reporting of prospective NASA hiring actions, inter-Center mobility, and losses. WTTS also provides data and notifications for use in the NASA Employee Orientation Process, associated reporting for Recruiting, Education, and Diversity programs, and interfaces with the HSPD-12 initiative.

A major enhancement has been the implementation of Entrance On Duty System (EODS) dynamic forms and the integration with WTTS. EODS now provides a personalized forms list and checklist builder that auto-populates employee data from WTTS (e.g., name, address, telephone number, and Social Security number) onto multiple forms. As selectees complete their on-boarding forms, information provided on one form populates the same data fields on all other forms, substantially reducing the burden on the selectee.

An upcoming initiative is to enhance reporting functionality, including a revision of the FPPS/WTTS comparison tool. This will provide more visibility into the timeliness of the entry of WTTS actions to enable continued improvement in on-boarding efficiency.